

Information Technology Architectures
for Washington State Government
June 19, 1997
V 2.0

Architecture	Electronic Mail
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Scope	<p>This architecture describes those steps that should be taken to implement a statewide electronic mail infrastructure that facilitates the:</p> <ul style="list-style-type: none">• Development of a central addressing hub that contains addresses for all commonly used electronic mail systems or services,• Delivery of electronic mail,• Exchanging or sharing of attachments, and• Coordination of calendars and schedules. <p>This architecture does not attempt to solve content issues or problems associated with incompatible applications software, software version control, or other content issues. The resolution of content problems or issues is the responsibility of the sender and the receiver.</p>
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Principles	<p>State government agencies will need to:</p> <ul style="list-style-type: none">• Have access to electronic mail to improve productivity by reducing the amount of time needed to share business information within government and externally with citizens and private business.• Electronically exchange and share the contents of attachments such as documents, spreadsheets and other data forms and types, (e.g., graphics, images, electronic forms, audio and video) to improve the effectiveness of interagency collaboration.• Electronically share calendars and schedules to reduce the amount of staff time required to coordinate the scheduling of inter-agency meetings.• Have access to a common electronic mail directory that simplifies and reduces the amount of time spent searching for electronic mail addresses for state government employees.• Use common software that will enable the implementation of electronic mail applications and electronic forms that can be shared to minimize the development of redundant application systems.
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Architectural Direction:	<p>The following standard exists:</p> <ul style="list-style-type: none">• The selection and implementation of electronic mail systems or services are to be compliant with the state's MIME/SMTP standards. <p>To develop a statewide electronic mail infrastructure, state government needs to:</p> <ul style="list-style-type: none">• Create and maintain a shared electronic mail directory hub that synchronizes with electronic mail systems and services that are MIME/SMTP compliant and are connected to the state's IP backbone network using TCP/IP.• Support an Electronic Mail Special Interest Group that will help define policies and standards and provide ongoing guidance for the maintenance of a statewide electronic mail infrastructure.• Develop and implement a naming standard for electronic mail user addresses. <p>To connect to the statewide electronic mail infrastructure, state agencies need to implement:</p> <ul style="list-style-type: none">• Electronic mail systems and services that are MIME/SMTP compliant and are connected to the state's IP backbone network using TCP/IP• The appropriate software to synchronize interagency "free and busy" calendar and scheduling information.• Common electronic mail products and protocols to develop and share commonly used documents, electronic forms, applications, etc.
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